

Survey Statistics

In a state-wide sample survey conducted in 2000 of the Medical Assistance enrollees, the aid category pertaining to the Medicaid managed care program:

Survey question: During the past 12 months (or since you have been eligible for Medicaid if less than 12 months), when you have made appointments with a doctor nurse, about how long did it take to get in?

Amount of time taken to get in to see doctor/nurse

- Within 1 day = 30%
- Within 1 week = 47%
- Within 2 weeks = 16%
- More than 2 weeks = 7%

Opinion of the length of time between "want" and "get" appointment

- Excellent = 30%
- Very good = 28%
- Good = 24%
- Fair = 14%
- Poor = 4%

Emergency room visits made past 12 months

- Never = 51%
- Once = 24%
- Twice = 13%
- 3 times = 8%
- 4 to 5 times = 3%
- 6 or more times = 1%

Distance one-way from enrollee's home to doctor/nurse/clinic most often seen

- Mean distance = 10.4 miles
- Median distance = 3 miles
- Maximum = 135 miles

Times unable to get needed medical care

- No = 80%
- Yes = 20%

Opinion of convenience of doctor/nurse location

- Excellent = 41%
- Very good = 25%
- Good = 24%
- Fair = 8%
- Poor = 2%

Opinion of the doctor's, nurse's hours of operation

- Excellent = 29%
- Very good = 30%
- Good = 26%
- Fair = 12%
- Poor = 3%

Opinion of time spent in waiting room

- Excellent = 15%
- Very good = 25%
- Good = 27%
- Fair = 24%
- Poor = 9%

Opinion of the ease in reaching doctor by phone during regular office hours

- Excellent = 20%
- Very good = 25%
- Good = 26%
- Fair = 19%
- Poor = 10%

Opinion of the ease in reaching doctor by phone after regular office hours

- Excellent = 10%
- Very good = 17%
- Good = 24%
- Fair = 26%
- Poor = 23%

Opinion of the availability to the same doctor at each visit

- Excellent = 28%
- Very good = 33%
- Good = 23%
- Fair = 12%
- Poor = 4%

Opinion of the ease of getting a referral to another doctor

- Excellent = 24%
- Very good = 30%
- Good = 24%
- Fair = 12%
- Poor = 10%